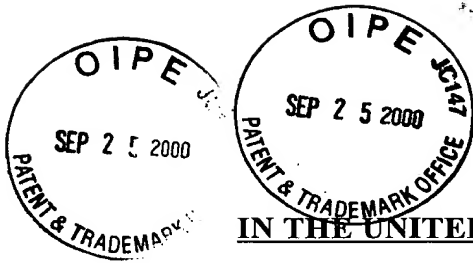


GAU 2743



PATENT
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R. Ward
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Amt

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Hahn, et al.

Serial No.: 09/532,208

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Title: Web Based Network Monitoring Tool

Group Art Unit: 2743

Examiner: N/A

CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231, on this date.

9-22-00 *John S. Paniaguas*
Date Registration No. 31,051
Attorney for Applicant(s)

PRELIMINARY AMENDMENT

Hon. Commissioner of Patents
and Trademarks
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Sir:

Please enter the following Amendment prior to examination of the case on the merits.

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TC 2700 MAIL ROOM

IN THE SPECIFICATION

Page 3, after line 5 and before "Detailed Description of the Invention", please add the following:

A1 Fig. 12 is a flow diagram for automatically retrieving data from an ACD in accordance with the present invention.

Fig. 12 is a flow diagram of the paging software in accordance with the present invention.

Figs. 14-20 are the flow diagrams for processing data from the ACDs, in order to generate the web pages illustrated in Figs. 4-11 in accordance with the present invention. *4*